

## Job Description (Part 1)

Post	
Job Title	Peer Support Coordinator (Permanent)
Hours	37 hours per week (full-time)
Reports to	Academy Service Manager

Double Impact CIC	
Double Impact is a registered charity and not for profit organisation, established in 1998.	
<b>Our Mission</b>  <b>INSPIRING CHANGE AND POSITIVE CHOICE</b>	<p><b>Our Mission</b> is to provide a quality service which promotes recovery and community integration for people who have experienced problematic drug and alcohol use.</p> <p>By placing our service users' needs at the heart of our ethos and their own treatment experience, we provide a uniquely holistic, flexible service. We believe that with the right support everybody can recover and that in recovery anything is possible.</p> <p>Our Values: <b>Supportive, Passionate, Inclusive, Responsive, Effective</b></p> <p><a href="https://www.doubleimpact.org.uk/">https://www.doubleimpact.org.uk/</a></p>
<b>Nottingham Recovery Network (NRN)</b>  NRN is a partnership between: <ul style="list-style-type: none"> <li>• Framework Housing Association (Lead Agency),</li> <li>• Double Impact</li> <li>• Nottinghamshire Healthcare NHS Foundation Trust</li> <li>• Al-Huraya</li> </ul>	<p>The Nottingham Recovery Network (NRN) aims to deliver a fully-integrated, high quality drug and alcohol treatment and recovery support system with service user and carer involvement embedded in all aspects of its practice.</p> <p>The service focuses on a three phase service delivery model comprising of:</p> <ul style="list-style-type: none"> <li>- Recovery Orientation (Engagement)</li> <li>- Recovery Delivery Interventions (Including psychosocial and pharmacological treatment interventions)</li> <li>- <b>Re-integration (Recovery including the Double Impact Academy)</b></li> </ul> <p><a href="https://www.nottinghamrecoverynetwork.com/">https://www.nottinghamrecoverynetwork.com/</a></p> <p><b>The Academy</b></p> <p>The Academy aims to support individual and collective recovery through learning, training, mentoring and volunteering in a welcoming and supportive environment.</p> <p><a href="https://www.nottinghamrecoverynetwork.com/the-academy/">https://www.nottinghamrecoverynetwork.com/the-academy/</a></p>
<b>Main job purpose:</b>  <b>Peer Support Coordinator</b>	<p>The Peer Support Coordinator will oversee all Peer Support activity across the service, promoting Recovery First principles with line management responsibility for Recovery Connectors and all volunteers across the service.</p> <p>They will be responsible for developing, coordinating, and sustaining a high-quality peer support programme within the recovery service.</p> <p>This includes the recruitment, training, supervision, and ongoing wraparound support of both volunteers and employed peer mentors (Recovery Connectors).</p> <p>The role promotes the value of lived experience, supports the integration of peer-led approaches, and ensures that peer mentors are empowered to contribute meaningfully to our service users' individuals' recovery journeys.</p>

## Job Description (Part 2)

Key Accountabilities:	
Key responsibilities and Duties	<p><b>Peer Mentor Programme Management</b></p> <ul style="list-style-type: none"> <li>Recruit, induct, and train volunteer and employed peer mentors (Recovery Connectors) in line with HR and service standards and safeguarding protocols.</li> <li>Develop and deliver ongoing training, reflective practice, and supervision sessions to support peer mentors in their roles.</li> <li>Ensure smooth running of the Peer Support programme by maintaining rotas, managing attendance management, sickness absence, annual leave processes and completion of mandatory training.</li> <li>Match peer mentors with individuals accessing the service, ensuring appropriate boundaries and support structures are in place.</li> <li>Monitor peer mentor activity, wellbeing, and development, providing coaching and guidance as needed.</li> <li>Contribute to the development and implementation of a service-wide Peer Mentor buddy scheme, designed to support mentors in managing dual relationships and maintaining clear professional boundaries.</li> <li>Recruit and induct Community Volunteers and facilitate their access to training through Framework and then hold responsibility for their placement within NRN including monthly supervision and reporting to Framework, maintaining rotas, managing attendance and sickness absence and completion of mandatory training, and anything else needed for their completion of a placement community placement within the service.</li> </ul> <p><b>Service Delivery and Support</b></p> <ul style="list-style-type: none"> <li>Help instil a culture of Recovery within our space.</li> <li>Promote the role of peer support across the service and ensure peer mentors are integrated into recovery pathways.</li> <li>Support peer mentors to co-facilitate groups, workshops, and community activities.</li> <li>Ensure peer-led interventions are trauma-informed, person-centred, and strengths-based.</li> <li>Use the opportunities provided within the Community Rehab Duty system to initiate recovery focused conversations using motivational interviewing techniques.</li> <li>Maintain accurate records of peer mentor involvement, including supervision records, activity logs, and impact tracking.</li> </ul> <p><b>Safeguarding and Risk Management</b></p> <ul style="list-style-type: none"> <li>Promote a safe and inclusive environment for peer mentors and service users.</li> <li>Ensure all peer mentors understand and adhere to safeguarding policies and procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>Respond to safeguarding concerns appropriately and escalate to the designated safeguarding lead when necessary.</li> <li>Attend regular safeguarding training and supervision to ensure competence and confidence in identifying and managing risk.</li> <li>Ensure effective risk assessment, management, and monitoring processes are in place to maintain a safe and supportive environment for Peer Mentors, while ensuring compliance with service recording policies and procedures.</li> </ul> <p><b>Partnership and Promotion</b></p> <ul style="list-style-type: none"> <li>Build relationships with external organisations to support peer mentor development and progression opportunities.</li> <li>Actively promote the peer support programme and the concept of visible recovery within the service and wider community.</li> <li>Represent the service at forums, events, and partnership meetings to share best practice and celebrate peer-led success.</li> <li>Positively promote the concept of visible recovery, celebrating achievements and encouraging peer inspiration, self-help and mutual aid.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>Contribute to the continuous improvement of peer support models and recovery services.</li> <li>Gather feedback from peer mentors and service users to inform service design and delivery.</li> <li>Support the development of policies, procedures, and resources related to peer support.</li> <li>Collaborate with the Progression Pathway Lead to design, develop, and deliver a comprehensive Continuous Professional Development (CPD) programme that supports Peer Mentors in transitioning from volunteer roles to paid employment within the service and beyond.</li> </ul> <p><b>Monitoring and Record Keeping</b></p> <ul style="list-style-type: none"> <li>Maintain accurate and timely records of support provided, including casenotes, risk assessments, and progress updates.</li> <li>Use digital systems to track outcomes and contribute to service evaluation.</li> </ul>
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>To act as a role model to all Peer Mentors by championing and promoting recovery, ensuring standards of clinical and client care are met at all times.</li> <li>Recognise personal and professional boundaries and work within Double Impact's Code of Conduct and to act as a role model to other staff and to our service users.</li> <li>Promote a climate of equality for all.</li> <li>Maintain organisational, client and colleague confidentiality.</li> </ul>

	<ul style="list-style-type: none"> <li>• Adhere to and embody the Values of Double Impact and Nottingham Recovery Network.</li> <li>• Demonstrate a passion for excellence and be flexible in your approach to work.</li> <li>• Have a non-judgmental attitude.</li> <li>• To be ambitious for our service users.</li> <li>• Present a professional image and act as an ambassador for Double Impact and the Nottingham Recovery Network at all times.</li> <li>• Take a can-do approach when asked to undertake such other duties as the management team may reasonably require from time to time.</li> <li>• Take responsibility for personal and professional development opportunities and engage in all required support, development, training and supervision systems.</li> </ul>
--	--

### Job Specification (Part 3)

Person Specification		
	Essential	Desirable
<b>Education and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a recovery service or similar setting, or lived experience of Recovery.</li> <li>• Experience of supervising/coordinating volunteers or staff in a health, social care, or community setting.</li> <li>• Experience of delivering training, supervision, or reflective practice sessions.</li> <li>• Line management qualification, or willing to work towards.</li> <li>• Experience dealing with challenging behaviour.</li> <li>• Experience of working with people from a range of social, cultural and ethnic backgrounds.</li> </ul>	<ul style="list-style-type: none"> <li>• Working within a values-based organisation</li> <li>• Relevant qualifications in health, social care, coaching, or volunteer coordination.</li> </ul>
<b>Knowledge and Abilities</b>	<ul style="list-style-type: none"> <li>• Knowledge of trauma-informed, person-centred, and strengths-based approaches.</li> <li>• Ability to use digital systems for record keeping and communication.</li> <li>• Awareness of safeguarding responsibilities and procedures, with the ability to advise/guide others.</li> <li>• Strong organisational and communication skills, with the ability to manage multiple relationships and priorities.</li> <li>• Understanding of substance use recovery and the value of lived experience.</li> <li>• Understanding of the benefits of peer support.</li> <li>• Knowledge of the issues facing people who use substances.</li> <li>• Ability to set goals, targets and objectives for others.</li> <li>• To understand how to be a role model for others.</li> </ul>	<ul style="list-style-type: none"> <li>• Motivational Interviewing Skills</li> <li>• Groupwork facilitation skills</li> <li>• Knowledge of volunteer management frameworks and best practice.</li> </ul>

<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Friendly and approachable</li> <li>• To have a 'can do' mentality</li> <li>• To have a non-judgmental attitude towards drug and alcohol users and offenders</li> <li>• To have a passion for excellence and be self-motivated</li> <li>• Demonstrate a commitment to embody the values of Double Impact and Nottingham Recovery Network</li> <li>• To have a flexible approach to work</li> <li>• To work with integrity, honesty and transparency</li> <li>• Be friendly and approachable</li> <li>• Understand and maintain professional boundaries</li> <li>• Welcome and embrace change, with a positive attitude</li> <li>• Be punctual, trustworthy, reliable and respectful</li> <li>• Be personally well presented</li> <li>• Demonstrate commitment to equality, diversity, and inclusive practice.</li> <li>• Be willing to take on jobs to balance the team workload</li> </ul>	
------------------------------	---	--

## Terms & Conditions (Part 4)

Terms & Conditions of Employment	
<b>Position</b>	Peer Support Coordinator
<b>Location</b>	Nottingham Recovery Network
<b>Hours</b>	<p>37 hours per week (full-time)</p> <p>You are entitled to a daily unpaid meal break of 40 minutes when working hours are 6 or more.</p> <p>In addition to your normal hours of work, you are required to work any necessary additional hours for the proper performance of your duties. This may include evening or weekend working.</p>
<b>Contract Type</b>	Permanent
<b>Salary</b>	£33,000
<b>Probation Period</b>	6 months
<b>Holiday Entitlement</b>	Holiday entitlement in any holiday year is 27 days. This is in addition to Bank Holidays.
<b>Notice</b>	Following successful completion of the probationary period, staff are required to give one month's notice in writing to terminate their employment with the Company.

	During the first month of the probationary period, either the Company or staff member may give one day's notice to terminate their employment. After one month's service and up to satisfactory completion of the probationary period, the Company or staff member may terminate their employment by giving one week's notice.
<b>Conditions</b>	<ul style="list-style-type: none"><li>• Two satisfactory professional, written references, one of which must be the last employer</li><li>• Satisfactory Enhanced DBS Check</li><li>• Evidence of Right to Work in the UK</li></ul>

**Acceptance**

The above job description is not all encompassing and is subject to regular review

**Signature of Post Holder**

I have read and accept the duties and responsibilities outlined in this job description.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_